

 ABTRAN

Gender Pay Gap Report.

Abtran 2022



Overview

Abtran is passionate about great customer experience. Our mission is to make customer and business process management and outsourcing easy by delivering a complete and seamless customer experience.

We are equally focused on creating the best career experience for all Abtran employees.

Our leadership team is committed to ensuring Abtran's workplace environment continues to promote diversity and inclusion. We promote an open and inclusive culture where everyone feels valued.

By embracing equality and diversity in the workplace, our people are empowered to bring their whole self to work and to contribute to our growth and development as an organization.

We actively encourage and promote learning and development opportunities which support our people to realise their full potential and grow in the organisation.

Our recruitment and promotional processes are driven by an equal opportunities' ethos, and we embrace the uniqueness of each team member and the different experiences and inputs they bring.

What is the Gender Pay Gap?

The gender pay gap measures the difference between men and women's average pay within a business or organisation, regardless of their role or work level.

This is different to equal pay, which compares the pay of men and women who perform the same role or roles of equal value. We have structures in Abtran that ensure that men and women, doing the same work, receive the same pay.

The Gender Pay Gap Information Act 2021 was signed into law on 13 July 2021. The Act amends the Employment Equality Acts 1998 to 2015 in the form of the Employment Equality Act 1998 (Section 20A) (Gender Pay Gap Information) Regulations 2022.

This new legislation is welcomed by Abtran and we are committed to continue to explore ways in which we can ensure that both male and female team members are encouraged and supported to be positioned to progress and take up more senior roles.

The Data:

What are we reporting on?

We are reporting on the **Mean Gender pay gap** which is the differences between the averages of male and female earnings and the **Median** which is the difference between what the middle paid woman earns and what the middle paid man earns in our organisation.

The purpose of this report is to provide the data and explain the measures we are taking and intend to take to close the gender pay gap in Abtran.



Below is the data across the seven reporting requirements:

Our employee gender pay gap analysis shows that the overall gender pay gap between men and women is 12.6% (mean) and 1.52% (median).

1. The mean and median pay gap in hourly pay between male and female employees is as follows:

Mean 12.6%
Median 1.52%

2. The mean and median pay gap in hourly pay between part-time male and female employees is as follows:

Mean -24.31%
Median -0.95%

3. The mean and median pay gap in hourly pay between temporary male and female employees

Mean 25.67%
Median 24.87%

4. The mean and median bonus pay gap between male and female employees

Mean 25.77%
Median 0.00%

5. The percentage of male and female employees who received bonus pay

Male 40.39%
Female 39.83%

6. The percentage of male and female employees who received benefit in kind

Male 0.70%
Female 1.56%



The Data:

7. The percentage of male and female employees in each of four pay band quartiles

<p>Lower Quartile</p> <p>Male 40.67%</p> <p>Female 59.33%</p>	<p>Upper Middle Quartile</p> <p>Male 41.39%</p> <p>Female 58.61%</p>
<p>Lower Middle Quartile</p> <p>Male 38.52%</p> <p>Female 61.48%</p>	<p>Upper Quartile</p> <p>Male 50%</p> <p>Female 50%</p>

What are we doing to bridge the gap?

Whilst there is a very balanced gender representation in the Upper Quartile, we acknowledge there is a higher number of females in the Lower Quartiles 1 and 2. Our female employees make up 57% of our headcount but represent just 50% of the Upper Quartile. In order to ensure male:female ratios in each quartile are relative to our male:female staff ratio, we continue to explore ways in which we can ensure career development and advancement to all genders. We have a number of programmes that aim to bridge the gender pay gap.



Supporting Work Life Balance

Abtran acknowledges that both men and women have personal commitments that might impinge on their ability to manage their work life balance and achieve their career ambitions.

In order to support Abtran employees to balance their work and personal lives, we have a broad range of family friendly policies. These include but are not limited to:

- Maternity leave – top up payments
- Paternity leave – paid
- Parents leave and Parental leave
- Carers leave
- Career break
- Job sharing and part-time arrangements
- Work from home options

Career paths and training opportunities

Abtran has an extensive training programme supporting employees to expand their skills and experience.

To ensure both women and men within the organisation have the opportunity to work towards career progression and improved earning potential, we are reviewing the uptake of training and development and working with our people to identify barriers to achieving career goals.

In addition, we are investing in allocating protected time for our people to:

- engage with their manager to identify career progression potential/opportunity
- focus on Career Development Time to allow self directed development
- have choice and autonomy on choosing learning opportunities to achieve goals

This is supported by People Managers and our Training, Quality and Performance team.

Equally, a new mandatory training programme for People Managers incorporates modules which will support managers in engaging with their team members to identify career goals and aspirations, and the pathway to achieving success.

Monitoring promotions

Our equal opportunities recruitment policies and strategies ensure that we encourage diversity and equality at all points of the employee journey.

Abtran is committed to equality of opportunity and operates non-discriminatory practices in relation to access to employment, conditions of employment, access to training and experience, promotion and classification of posts.

We were pleased to see that in Abtran, promotional opportunities are largely filled internally, with 97 female promotions versus 90 male promotions year to date. We'll continue to actively promote internal roles and monitor our performance.

Remote and hybrid environments

We have a variety of remote working options which allow our people to choose where they work from and allow them to access roles that might not normally be available to them. We plan to enhance our offering by adding to the on-site spaces that our people can utilise, to engage with colleagues but also to allow choice around where they work.

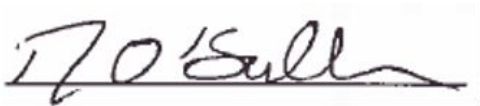
Conclusion

Our people create our culture and we are proud of the innovative and inclusive environment that we enjoy. We embrace opportunities to introduce change that contributes to organisational and individual growth and success.

We are invested in our future and that of our people, and together we champion our comprehensive Environmental, Social Responsibility Strategy, which also focuses on the diversity and individuality of each team member.

Our policies and practices commit to providing equal access to all educational and developmental initiatives and opportunities and our recruitment and remuneration strategies are supportive of ensuring an equitable pay and career offering to all those working at Abtran.

I confirm that the data contained within this report is accurate and meets the requirements of the gender pay gap reporting regulations.



Head of HR | Abtran